



STATE OF ALASKA POSITION DESCRIPTION

POSITION CONTROL
NUMBER (PCN)

XXXXXXX
(Six Digits)

To the Employee/Supervisor:

This form provides a complete and accurate description of functions assigned to this position. It is primarily used to classify the position and as a basis for establishing selection criteria for refilling the position. Extra sheets of paper may be attached if more space is needed.

Please use black ink or type.

1. Name (last, first, middle) Vacant	2. Current Job Class Title Data Processing Technician I/II
3. Department Administration	4. Division Enterprise Technology Services Group
5. Region/Section/Unit	6. Work Phone: Fax: E-mail Address:
7. Work Address (Street/City) 333 Willoughby Avenue Juneau, Alaska 99801	8. Name/Title of Supervisor

9. Position Status Code: ☒ Full Time=FACL ☐ Part Time=PACL ☐ Seasonal=SACL ☐ _____

10. Requested Action:

☒ Updated PD ☐ New Position ☒ Flexible Staffing
☐ Reclassification to: _____
☐ Other _____

Reason for Request: Request authorization to recruit as flexibly staffed DPT I/II, training plan attached.

11. Organization Code: 02 01 30 01 _____

Delegated ☐ Nondelegated ☐

FOR PERSONNEL USE ONLY Final Classification Action

Class Title Data Processing Tech I (Flex I / II)	Code P1611	Range 13	FLSA N	BU GG	Position Type FACL	Loc. Code AWA
Approved By Lee Powelson	Review Date 08/10/04		Effective Date 08/10/04		Input Date 08/10/04	

List all duties of the position in the format described below:

Examples of Good and Poor Duty Statements

Poor Statement

- Assist in handling correspondence.
- I administer all nutritional programs in the district.

Should be written as:

Good Statement

- Receive, open, time stamp, and route incoming mail.
- I plan and schedule field visits for nutritionists within the district; review individual nutrition plans for adequacy and for conformance with program guidelines; maintain activity and statistical records; meet with other health administrators within the district to help coordinate services.

Define Essential and Marginal Duties

Supervisors must determine essential and marginal functions/duties of the position. Essential functions are the fundamental duties of the position. Marginal functions are those duties that could reasonably be assigned to another position. A duty may be considered an essential function for several reasons, including but not limited to:

- ◇ the function may be essential because it is the reason the position exists;
- ◇ the function may be essential because of the limited number of employees available who could perform the function; and/or
- ◇ the function may be essential because it is highly specialized and requires specific expertise or ability.

For example, an essential function of a Mail Clerk Carrier is mail delivery which typically requires lifting/carrying heavy containers. The Mail Clerk Carrier is also assigned to cover office telephones during the noon hour. The telephone reception task is a marginal function as it can be assigned to another position.

The supervisor must mark each duty/function as essential (E) or marginal (M).

Rate the importance of each duty:

Not all duties should be rated as "most important."

Rating of Importance

- 1 = Most Important
- 2 = Very Important
- 3 = Moderately Important
- 4 = Somewhat Important
- 5 = Least Important

Calculate Percentage of Time for Each Duty

Determine the percentage of time spent on each duty by thinking of the job in a time block of a week. Estimate how much time is spent performing each duty. For example, if you spend one day each week processing applications, divide the time spent on the duty by the time block: 1 day divided by 5 days equals 20 percent. Similarly, 5 hours/week divided by 37.5=13 percent. The total time spent on duties must equal 100 percent. If the work changes seasonally, prepare two sections of #13, e.g., one for the summer season and one for winter.

12. In one or two sentences, state the main purpose of the position.

Provide Operator support for Operations functional areas including output management, workload management, availability management, event management, and media management service management areas.

13. List all duties of the position. Begin with the most important duty. List duties in a decreasing order of importance with the least important duty last. Describe each task in detail (see previous page). List the **percentage of time** spent at each duty and rate the **importance** of each duty (see previous page).

***The supervisor must define each duty/function as essential (E) or marginal (M).**

Essential = E		Marginal = M	Importance = IMP	Percent of Time = %/T
*E/M	IMP	%/T	DUTIES/FUNCTIONS/TASKS	
			<div><h2>Data Processing Techincan I</h2><p>minimum entry/training level into computer operations section of the Alaska Data Center (AkDC)</p><p>Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee <u>Availability</u> and Integrity of electronic services delivered to customer state agencies.</p></div>	
E	1	4	Perform basic monitoring of operational logs and events to ensure that systems, networks and applications achieve the desired service levels regarding end users’ ability to access them and/or perform specified types of transactions.	
E	1	3	Develop skills necessary to actively communicate outages to customer agencies and plan for outages and interruptions with an eye toward minimal impact.	
E	1	3	Perform basic monitoring of the systems and networks identified in service levels (SLA) as defined by a defined Business Process.	
E	1	2	Acquire and maintain necessary appropriate levels of operator skills at all times (24X7X365).	
			<div><p>Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee <u>Event Management</u> processes that provide operational status of computer systems for customer state agencies.</p></div>	
E	1	3	Perform basic functions to maintain and utilize systems and procedures to receive, log, classify and present changes in the state of system resources that may require preventative or corrective action to ensure normal operation and service delivery.	
E	1	3	Aspire to be capable of identifying faults and assist with proactive work to prevent problem situations that include identifying trends so that actions can be taken before services are impacted.	
E	1	2	Acquire the skills to assist the Data Center Production manager with the day to day operations and to handle or escalate issues before service are impacted.	
E	1	2	Perform basic monitor functions to gain awareness of current state IT infrastructure and assist with reporting their status to Data Center Manager or the Production Manager.	
			<div><p>Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee <u>Output Management</u> processes that provide various types of printed output for state customer agencies.</p></div>	
E	1	6	Acquire necessary skills to assist in the collection, analysis, staging, storage and tracking of output and subsequent distribution to users at data center targets. (Output includes reports, scanned images, fax data, and printed materials that are ready for use by customers in both printed and on-line format.)	

13. **List all duties of the position.** Begin with the most important duty. List duties in a decreasing order of importance with the least important duty last. Describe each task in detail (see previous page). List the **percentage of time** spent at each duty and rate the **importance** of each duty (see previous page).

***The supervisor must define each duty/function as essential (E) or marginal (M).**

Essential = E			Marginal = M	Importance = IMP	Percent of Time = %/T
*E/M	IMP	%/T	DUTIES/FUNCTIONS/TASKS		
		(5)	Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee <u>Workload Management</u> processes that provide cross-platform job scheduling services for state customer agencies.		
E	1	1	Acquire the skills necessary to assist in the definition and manner of monitoring of jobs, which processes to run, and in what order, based on pre-defined relationships and dependencies specified by data center customers.		
E	1	4	Acquire skills necessary to perform basic functions necessary to ensure that production workloads are processed on time and terminate normally.		
		(7)	Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee <u>Media Management</u> processes for the legitimate use by state customer agencies.		
E	1	2	Assist and demonstrate the skills necessary to perform the daily maintenance and procedures required to manage storage devices (tapes, disks, CDs, etc) to ensure that the data center requirements for storing, protecting, retrieving, modifying and transferring of data are satisfied.		
E	1	1	Assist in ensuring that media devices are being used cost-effectively (high utilization and legitimate usage)		
E	1	2	Perform basic functions to assist with maintaining accurate records of what data is stored (content management and where it is located) as defined by client requirements.		
E	1	2	Assist with the processes necessary to protect media from damage by providing physical security, including off-site storage solutions.		
		(22)	Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee, <u>communication and liaison</u> for internal sections of the division.		
E	1	5	Assist with Documentation, development and publishing of standards, rules and guidelines that are to be followed by internal divisional staff and customer agencies when using data center resources.		
E	1	5	Assist the Production Manager to document, develop and publish policy standards for physical security at the data center including data and equipment as well as staff safety.		
E	2	5	Maintain regular communication with the Production Manager to keep that person informed of problems, major issues, future developments and project status where events may impact service delivery.		
E	2	2	Assist Production Manager with customer liason.		
E	2	5	Acquire skills necessary to provide operator Level-1 support activities provided by the 24X7 operations section when the State's help-desk functions are transferred to Operations.		

13. **List all duties of the position.** Begin with the most important duty. List duties in a decreasing order of importance with the least important duty last. Describe each task in detail (see previous page). List the **percentage of time** spent at each duty and rate the **importance** of each duty (see previous page).

***The supervisor must define each duty/function as essential (E) or marginal (M).**

Essential = E			Marginal = M	Importance = IMP	Percent of Time = %/T
*E/M	IMP	%/T	DUTIES/FUNCTIONS/TASKS		
		(19)	<p>Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee <u>Problem Management</u> processes to identify, record, diagnose and correct problems as they are brought to the attention of the system through either events or by calls from state customer agencies.</p>		
E	1	9	<p>Assist and acquire skills necessary to perform the day-to-day activities necessary for addressing problems reported by customers using consistent service management solutions deployed at ETS for expediting problem resolution.</p>		
E	2	10	<p>Assist and acquire skills necessary to document, record, and forward operations procedures into ETS service management knowledge tools for review and approval before becoming approved operations procedures.</p>		
		(19)	<p>Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee the <u>Database Operations support</u> processes that monitor database functions and the applications that interact with databases administered by division staff and customer agencies.</p>		
M	2	10	<p>Assist and demonstrate skills necessary to review and monitor performance reports to ensure that response times are within defined tolerances; otherwise compromising service level agreements.</p>		
M	2	9	<p>Assist and demonstrate skills necessary to develop appropriate business process views along with messages and actions to guarantee database operational functionality and expected quality of service is being achieved.</p>		

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			<div><h2>Data Processing Technician II</h2><p>The DPTII is capable of handling all functional areas of the Data Center.</p></div>	
		(12)	Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee <u>Availability</u> and Integrity of electronic services delivered to customer state agencies.	
E	1	4	Monitor operational logs and events to ensure that systems, networks and applications achieve the desired service levels regarding end users' ability to access them and/or perform specified types of transactions.	
E	1	3	Actively communicate outages to customer agencies and plan for outages and interruptions with an eye toward minimal impact.	
E	1	3	Monitor the systems and networks identified in service levels (SLA) as defined by a defined Business Process.	
E	1	2	Maintain necessary appropriate levels of operator skills at all times (24X7X365).	
		(10)	Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee <u>Event Management</u> processes that provide operational status of computer systems for customer state agencies.	
E	1	3	Maintain and utilize systems and procedures to receive, log, classify and present changes in the state of system resources that may require preventative or corrective action to ensure normal operation and service delivery.	
E	1	3	Identify faults and proactively work to prevent problem situations that include identifying trends so that actions can be taken before services are impacted.	
E	1	2	Assist the production manager with the day to day operations and handle or escalate issues before service is impacted.	
E	1	2	Monitor awareness of current state IT infrastructure and report their status to Data Center Manager or the Production Manager.	
		(6)	Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee <u>Output Management</u> processes that provide various types of printed output for state customer agencies.	
E	1	6	Assist in the collection, analysis, staging, storage and tracking of output and subsequent distribution to users at data center targets. (Output includes reports, scanned images, fax data, and printed materials that are ready for use by customers in both printed and on-line format.)	

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E	1	1	Assist in the definition and manner of monitoring of jobs, which processes to run, and in what order, based on pre-defined relationships and dependencies specified by data center customers.		
E	1	4	Ensure that production workloads are processed on time and terminate normally.		
		(7)	Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee <u>Media Management</u> processes for the legitimate use by state customer agencies.		
E	1	2	Perform the daily maintenance and procedures required to manage storage devices (tapes, disks, CDs, etc) to ensure that the data center requirements for storing, protecting, retrieving, modifying and transferring of data are satisfied.		
E	1	1	Ensure that media devices are being used cost-effectively (high utilization and legitimate usage)		
E	1	2	Maintain accurate records of what data is stored (content Management and where it is located) as defined by client requirements.		
E	1	2	Protect media from damage by providing physical security, including off-site storage solutions.		
		(22)	Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee, <u>communication and liaison</u> for internal sections of the division.		
E	1	5	Assist with Documentation, development and publishing of standards, rules and guidelines that are to be followed by internal divisional staff and customer agencies when using data center resources.		
E	1	5	Assist the Production Manager to document, develop and publish policy standards for physical security at the data center including data and equipment as well as staff safety.		
E	2	5	Maintain regular communication with the Production Manager to keep that person informed of problems, major issues, future developments and project status where events may impact service delivery.		
E	2	2	Assist Production Manager with customer liason.		
E	2	5	Provide operator Level-1 support activities provided by the 24X7 operations section when the State's help-desk functions are transferred to Operations.		
			Under general direction of the Data Center Production Operations Manager, perform the		

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		(19)	<p>necessary data processing technician operator roles and responsibilities that guarantee <u>Problem Management</u> processes to identify, record, diagnose and correct problems as they are brought to the attention of the system through either events or by calls from state customer agencies.</p> <p>Perform the day-to-day activities necessary for addressing problems reported by customers using consistent service management solutions deployed at ETS for expediting problem resolution.</p> <p>Document, record, and forward operations procedures into ETS service management knowledge tools for review and approval before becoming approved operations procedures.</p>	
E	1	9		
E	2	10		
		(19)	<p>Under general direction of the Data Center Production Operations Manager, perform the necessary data processing technician operator roles and responsibilities that guarantee the <u>Database Operations support</u> processes that monitor database functions and the applications that interact with databases administered by division staff and customer agencies.</p> <p>Review and monitor performance reports to ensure that response times are within defined tolerances; otherwise compromising service level agreements.</p> <p>Develop appropriate business process views along with messages and actions to guarantee database operational functionality and expected quality of service is being achieved.</p>	
E	2	10		
E	2	9		

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

14. The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Bloodborne Pathogens Standards. Your responses should reflect physical demands or exposure to hazards which can be ***reasonably anticipated and an expectation of the job.***

Mark the box with the rating that best matches the requirement of this position according to the following scale:

NA: Not applicable, not required of this position.

NE: Requirement is present, but is **not** essential to the position. (For example, a receptionist encounters aggressive/angry people, but this is not an essential assignment.)

O: Occasional up to 33 percent of the time **and** essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim; or a correctional officer must deal with aggressive/angry people.)

F: Frequent over 33 percent of the time.

	NA	NE	O	F
Sitting				X
Walking			X	
Standing			X	
Running		X		
Bending or twisting		X		
Squatting or kneeling		X		
Reaching above shoulder level		X		
Climbing (e.g., ladders)		X		
Driving cars, light duty trucks	X			
Driving heavy duty vehicles	X			
Using foot controls to operate equipment (e.g., not driving a car)	X			
Repetitive motion of hands/fingers			X	
Grasping with hand, gripping			X	
Lifting/carrying 10-25 pounds			X	
Lifting/carrying 26-50 pounds			X	
Lifting/carrying more than 50 pounds		X		
Pushing/Pulling		X		
Work in/exposure to inclement weather	X			
Work in/exposure to cold water	X			
Exposure to dust, chemicals or fumes		X		

	NA	NE	O	F
Work/live in remote field site	X			
Use of hazardous equipment (e.g., guns, chainsaws, explosives)	X			
Swimming, scuba diving	X			
Work at heights (e.g., towers, poles)	X			
Exposure to infection, germs, or contagious diseases	X			
Exposure to blood, body fluid, or materials potentially contaminated by blood or body fluids	X			
Exposure to needles or sharp implements	X			
Use of hot equipment (e.g., kitchen ovens and lab equipment)	X			
Exposure to electrical current (not outlets)	X			
Seeing objects at a distance	X			
Seeing objects peripherally	X			
Seeing close work (e.g., typed print)	X			
Distinguishing colors			X	
Hearing conversations or sounds		X		
Hearing via radio or telephone		X		
Communicating through speech				X
Communicating by writing/reading				X
Distinguishing odors by smell	X			
Distinguishing tastes	X			
Exposure to wild/dangerous animals	X			
Exposure to insect bites or stings	X			
Work/travel in boat/small aircraft	X			
Exposure to aggressive/angry people (e.g., correctional institutions, law		X		
Restraining/grappling with people (e.g., correctional institutions, law enforcement)	X			
Other:				
Other:				

Items checked above must be consistent with tasks listed in #13. Provide further explanation if needed.

Are there any other physical or mental requirements of this position that have not been addressed above?

No

15. List machinery, tools, equipment, instruments, vehicles, computer hardware/software, etc., **used** in performing this job.

Personal computer & office automation software, software= CA-1, Zeke/Zebb/Oasis scheduler, IBM DSF, IBM JES, IBM OS/390, DP Fixes, IBM EREP, MS Excell, MS Word, Infoprnt, Tsexpert, Unicenter Event Management and Automation tools, Microsft Project, Visio, Barr/Tape, IBM ATL, OPS/MVSII, Mobius, VPS, FATS/FATAR and other related software to support Availability Mgt., Event Mgt., Media Mgt., Workload Mgt., Application Distribution, DB Operations support and Output Mgt..(Unicenter Service Desk,Unicenter Knowledge Tools, CleverPath Portal, Unicenter Management Portal, Infoprint Services for print etc..)

16. List the laws, rules, regulations, standards, codes, or other regulatory guides you regularly **use** in performing your work. Examples are statutes, federal regulations, professional standards, building codes, trade practices, and procedure manuals:

Alaska Administative Code (specificaiton regarding procurement)
Labor union contracts
Alaska personnel rules
building codes
Division's guide to Customer Services
Operaing/Installation manuals specific to equipment at Data Center

17. List **actions** you take or **decisions** you make on a regular basis without higher level approval:

Work assignments for Anchorage operations staff, routine supplies and equipment acquisitions needed for continued operations (large paper orders, tape purchases, equipment maintenance needs, etc.); resolution of customer issues

18. List other critical requirements of the job (e.g., skills in writing, negotiating, communications, etc.):

Strong cutomer relations skills; ability to communicate effectively with senior IT managers and technical staff;

19. Employee's comments--Note any other aspects of the job not covered:

20. **Employee Certification**--I certify that the above statements are accurate and complete to the best of my knowledge.

Signed_____ Date_____

THE FOLLOWING SECTIONS MUST BE COMPLETED BY THE SUPERVISOR AND/OR THE DIVISION DIRECTOR OR DESIGNEE.

21. Review Sections 1-19 for accuracy and completeness. Note any additions or exceptions below:

SUPERVISORY RESPONSES SHOULD BE CONSISTENT WITH THE ORGANIZATION CHART AND INFORMATION PROVIDED IN SECTIONS 12, 13, AND 17.

22. **SUPERVISORY RESPONSIBILITIES**--Complete this section if the position is responsible for supervising other positions.

Level Definition of Authority

- 1 = Employee effectively takes action.
- 2 = Employee discusses decision with me and then takes action.
- 3 = Employee presents recommendations to me, I make decision and direct employee to take action.
- 4 = No authority.

Rate position's level of authority according to the above definitions.

List Positions Directly Supervised	Rate Level of Authority					
PCNs	Appoint	Promote	Transfer	Take Disciplinary Action	Discharge	Settle Grievances

23. List the most important purpose, service, or product expected of this position.

Continuously available, smoothly operating, cost effective Anchorage data center operations and production.

24. List specific or specialized training, education, experience and/or skills needed to perform the duties of this position.

Working knowledge of a data center operations and infrastructure, ability to supervise lower-level professional staff, thorough knowledge of problem-management and data-center management services.

25. List licenses, certifications, registrations, physical or other standards required by state or federal law or regulation. Please cite the specific law or regulation.

26. List other positions you supervise that perform work similar to this position.

PCN	JOB CLASS TITLE
	Data Processing Technician I/II
	Data Processing Technician I/II
	Data Processing Technician I/II
	Data Processing Technician I/II
	Data Processing Technician I/II

27. **Attach a current dated organization chart** for the unit/section that shows the PCNs, job class titles, and locations of positions.

28. **Supervisor Certification--** I certify that the above statements are accurate and complete to the best of my knowledge.

Signed _____ Date

29. **Division Director (or designee) Certification--** I certify that the above statements are accurate and complete to the best of my knowledge.

Signed _____ Date

30. **Department Certification:**

Signed _____ Date